

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Break-out Session 3 **Laboratory Scenario**

October 28, 2008

Christine Schmoeckel, Facilitator

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Sessions are taped to capture main points...



But your identity
will not be put
under a
microscope!

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

PANEL MEMBERS

- **Robert Folden**, Lab Director, Catholic Healthcare West – Redding Mercy Medical Center
- **Lee Macklin**, State of CA CIO's Office, Enterprise Architecture Group
- **Karen McGlinn**, Executive Director, Share Our Selves
- **Beth Givens**, Director of the Privacy Rights Clearinghouse
- **Will Ross**, Chief Technology Officer, Redwood MedNet

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Review Process for Consent Alternatives

- 5 alternatives = varying degrees of patient choice
 - for exchange of health information in a treatment setting.
 - range from *Opt-In with Restrictions* to *No Consent*
- Identified pros and cons of the alternatives

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

- No Consent
- Opt Out
- Opt In with Restrictions
- Opt Out with Exceptions
- Opt In

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Participant Polling:

- Audience Response Device
- On Your Chair
- Opportunity to Choose Alternative
 - Select one of the five



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Stakeholder Poll

Which stakeholder group do you represent?

- | | |
|------------------------------|----------------------|
| 1. Consumers | 6. Vendor |
| 2. Plans/Payers | 7. Hospitals |
| 3. Government | 8. Community Clinics |
| 4. Education | 9. Other Providers |
| 5. Professional Associations | |



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Baseline Poll

Which consent alternative would you choose right now?

1. No Consent
2. Opt Out
3. Opt In with Restrictions
4. Opt Out with Exceptions
5. Opt In



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

PANEL DISCUSSION

Robert Folden, Privacy Committee

- 1) Lab Scenario and Consent Options
- 2) Privacy Perspective

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Consent Alternative 1

NO CONSENT (Patient auto IN)

Calvin does not have a choice; his health information is in the system and may be transmitted.

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Laboratory Scenario with *No Consent Alternative*

Calvin P. Sab sees his primary physician

Calvin, an elderly man, describes symptoms of

- A heart problem,
- Rheumatoid arthritis,
- Diabetes



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Laboratory Scenario with *No Consent* Alternative

Physician

- performs examination,
- enters results into EMR, then
- orders general lab tests

Lab

- collects specimen,
- performs test,
- enters results in Lab Information System (LIS),
- sends results via HIE.

Physician

- receives lab tests and interprets,
- confers with Calvin, and
- refers him to three specialists:
 - Cardiologist,
 - Endocrinologist, and
 - Rheumatologist.



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Calvin sees all three specialists in the following week.

The three specialists input into their EMRs:

- results of their respective examinations
- their independent orders for limited panels of special lab tests.

Health Data Delivery Service (beta) - Edit Report

https://demo.rwmn.org/mirresults/Report.action?preEdit=6_sourcePage=927mirthe

REDWOOD MEDNET Health Data Delivery Service (beta)

Demo Site 1
Demo Site 1
demo | Logout

Home Administration

Lab Reports Patients

Report Actions

- Back to List
- Download Lab Report
- Print Lab Report
- Archive Lab Report
- View Report Accesses

Announcements

This static site demonstrates the functionality of the Redwood MedNet clinical data results delivery service.

Support / Help

Send questions to support@redwoodmednet.org

Report 79 of 122

Displaying Report 79 of 122

Report General Information

Patient Name	Patient Lab ID	Encounter ID	Date Of Birth	Gender	Phone Number
DORRER, MARK	44483	3730	01-01-1999	M	(123) 456-7890

Ordering Provider	Collection Date	Reported Date	Received From Lab	Status
ESYR, PROVIDER (1)	06-02-2008 11:55:00	06-02-2008 00:38:09	06-18-2008 03:40:47	F

Clinical Procedure Results

Diagnostic Procedure	Normal	Abnormal	Units	Ref Range	Status	Lab ID
CRP-HIGH SENSITIVE (300)						
CRP-HS		6.47	mg/L	0.00-3.00	F	CLF12345

INCREASED CRP VALUES ARE NON-SPECIFIC AND SHOULD NOT BE INTERPRETED WITHOUT A COMPLETE CLINICAL HISTORY. WHEN USING CRP TO ASSESS CHANGING RISK, REASSESSMENT SHOULD BE CONSIDERED TO FAVORABLE RESULTS.

COMPLETE BLOOD COUNT (100)

WBC	RBC	HGB	HCT	MCV	K/UL	M/CHM	GM/DL	%	F	CLF12345
11.5	2.46	9.52	27.8	113	4.0-11.5	4.10-5.90	13.8-17.2	41-50	F	CLF12345

LAB on 6/2/08 at 12:11 FAXED TO HL 6-2-08 12:10

© 2007-2008 RedwoodMedNet, Inc. All rights reserved. | Notice and Disclaimers | Privacy Statement
Page Rendered: 10/21/2008 02:08:04PM PDT

Powered by: HealthResults
Version: 0.7.1.2008 (09-26-2008 1:40AM PST)

Done demo.rwmn.org

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Result:

Calvin's treatment is
coordinated by all
specialists

- Health information is
accessible to authorized
users

*Calvin does not have
duplicative tests*



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Privacy Findings

No Consent

- + Promotes quality of care**
- + Least costly/most sustainable**
- Some legal risk**
- Inconsistent with CalPSAB principles**
- Least patient choice**
- + Most likely to reduce duplicate tests**

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Of Note-

Under this scenario,

Patients may *forego treatment*

Patients may *withhold information*

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Security: Access Control

Lee Macklin, Security Committee

Cornerstones for Health Information Exchange: A CalPSAB Symposium

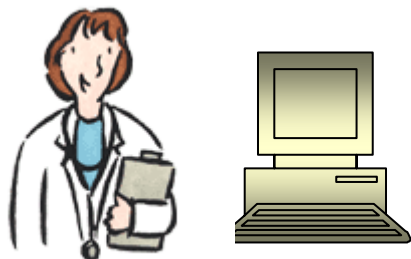
Secure Access to Health Information

Authentication Method: Name and Password ▾

Username:

Password:

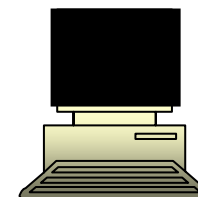
First they must
authenticate who they are
There are two sides to an electronic
exchange of health information



Access to Calvin's health
information is controlled.



Calvin P. Sab



The patient and his
health information

And those who wish to access
the patient's health information
they must be
authorized access



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

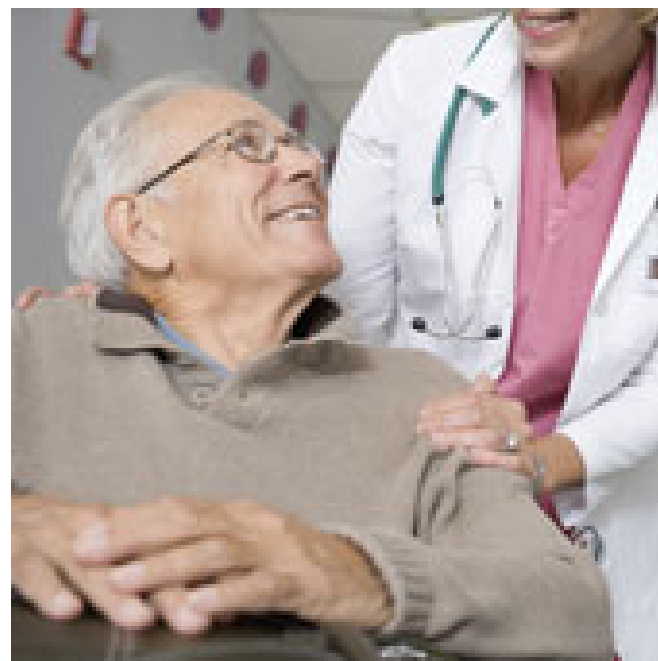
Education Perspective

Karen McGlinn, Education Committee

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Education

- All consent options require education
- All consumer groups require education
- Objectives:
 - **Inform**
 - **Build Trust**
 - **Confidence**



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

- What is communicated for ***NO CONSENT***



- HIE – new concept
- Benefits to consumer
- How the information will be used
- Privacy and security features

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Different
population
groups may
require
different
levels of
education



Cornerstones for Health Information Exchange:
A CalPSAB Symposium

Consumer Perspective

Beth Givens



Cornerstones for Health Information Exchange:
A CalPSAB Symposium

HIE Perspective

Will Ross



REDWOOD MEDNET

Consent Alternative 2: Privacy Perspective

Robert Folden, Privacy Committee

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Consent Alternative 2 OPT OUT (Patient auto IN)

Calvin has a choice:

- his information is in the system, but he can choose to opt out.

Calvin does not opt out.

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Laboratory Scenario with *Opt Out*

- Remember Calvin P. Sab
- Same as for *No Consent*
- Result – No duplicative tests



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Privacy Findings

Opt Out (Patient Auto IN)

- + Promotes quality of care**
- + Less costly/most sustainable**
- + Less legal risk**
- + Consistent with CalPSAB principles**
 - Some patient choice**
- + More likely to reduce duplicate tests**

Cornerstones for Health Information Exchange:
A CalPSAB Symposium

Security Access Control

Lee Macklin, Security Committee

More Complex = More Cost

Cornerstones for Health Information Exchange:
A CalPSAB Symposium

Education Perspective

Karen McGlinn, Education Committee

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Education- *Opt Out* Alternative

- Education – same baseline components:
 - Inform, Build Trust and Confidence.
- This consent option requires extra education effort to ensure that the consumer understands the choice.
- Challenges –
 - Senior Population
 - Chronically Ill Population

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Consumer Perspective Beth Givens



Cornerstones for Health Information Exchange:
A CalPSAB Symposium

HIE Perspective

Will Ross



REDWOOD MEDNET

Cornerstones for Health Information Exchange: A CalPSAB Symposium

Will Ross
Redwood
MedNet

Health Data Delivery Service (beta) – Lab Report List

https://demo.rwmn.org/mirthresults/Report.action?filter

REDWOOD MEDNET Health Data Delivery Service (beta)

Demo Site 1
Demo Site 1
demo | Logout

Home Administration
Lab Reports Patients

Lab Report Actions
Refresh List

Announcements
This static site demonstrates the functionality of the Redwood MedNet clinical data results delivery service.

Support / Help
Send questions to support@redwoodmednet.org

Search Lab Reports...

Lab Reports

Page 4 of 7
Displaying Items 61-80 of 122

Flags	Patient Name	Report ID	Provider	Received	Lab	Tests
	WOQRZ, CELIA	537090	ESYR, P.	06/18/08 03:46	DLS	CULTUR GLU1H50
	ZSOW, JOSEPHINE	537032	JSN, P.	06/18/08 03:46	DLS	CMP LIP
	KOTKSWHRZ, ANAYELI	537086	ESYR, P.	06/18/08 03:45	DLS	GLU1H50
	RJISOOZB, LIZETH	537135	ESYR, P.	06/18/08 03:45	DLS	LIV
	BAABKT, HARMONY	617280	JSN, P.	06/18/08 03:45	DLS	HEP CMP
	FRKYBONRJ, ERNESTINA	537120	ESYR, P.	06/18/08 03:45	DLS	FE IBC TSH CBC
	IHKRFO, KARLA	536629	ESYR, P.	06/18/08 03:45	DLS	O&P
	YSTBOOJ, FERMIN	617304	ESYR, P.	06/18/08 03:44	DLS	CULTRTN
	DRKOBOTRZ, MARIA	537087	ESYR, P.	06/18/08 03:44	DLS	CULTUR
	THKBO, JOSEFINA	537157	ESYR, P.	06/18/08 03:44	DLS	HCGQUANT
	FBKYRK, JEFFREY	537167	JSN, P.	06/18/08 03:43	DLS	CMP LIP
	QBOOS, WILLIAM	3004481	JSN, P.	06/18/08 03:43	DLS	CBC
	KOTKSWHRZ, SILVIA	617504	ESYR, P.	06/18/08 03:41	DLS	CMP CBC TSH LIP URIC...
	BAOKRJ, JOSE	537243	ESYR, P.	06/18/08 03:41	DLS	FE CMP TSH LIP URIC ...
	BFOFDOAB, GERARDO	617610	JSN, P.	06/18/08 03:41	DLS	CMP CBC
	KBQSKRZ, EUSTOQUIA	617369	JSN, P.	06/18/08 03:41	DLS	A1C
	WHZQBO, ELIZABETH	537254	JSN, P.	06/18/08 03:41	DLS	CBC
	KOTKSUHRZ, ANA	537231	ESYR, P.	06/18/08 03:40	DLS	GTT3
!	DORERK, MARK	537303	ESYR, P.	06/18/08 03:40	DLS	CRPHS CBC ESR
	IRKRZ, TEODORO	617653	ESYR, P.	06/18/08 03:40	DLS	LDH CMP TSH LIP URIC...

Flag Legend: = Needs Review = Preliminary results = Critical Results = Archived

© 2007-2008 WebReach, Inc. All rights reserved. | Notices and Disclaimers | Privacy Statement
Page Rendered: 10/21/2008 02:01:28PM PDT

Powered By MirthResults
Version: 0.7.1.2305 (09-26-2008 1:40AM PST)

demo.rwmn.org

Consent Alternative 3: Privacy Perspective

Robert Folden, Privacy Committee

Consent Alternative 3

OPT IN with Restrictions

(Patient auto OUT; choice to be in, choice of what information goes in)

Calvin's health information is not in the system until he opts in.

- **Calvin chooses to *opt in* except for diabetes information**

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

- Remember Calvin
- Calvin has multiple health conditions
- He withholds the information about his diabetes



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Ahh! Glucose results
are unavailable to
the specialists

HOSPITAL.....



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Privacy Findings

Opt In w/Restrictions (Patient auto OUT plus Choice)

- Diminishes quality of care
- + Most costly/least sustainable
- + Less legal risk
- + Consistent with CalPSAB principles
- + Most patient choice
- Least likely to reduce duplicate tests

Cornerstones for Health Information Exchange:
A CalPSAB Symposium

Security Access Control

Lee Macklin, Security Committee

More Complex = More Cost

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

- Education – most complex for this option.
 - Choices can be confusing or intimidating for consumer
 - More costly to educate on
 - Education must explain the benefit of opting in with the fewest restrictions
- Challenges for Specified Populations
 - Parents/Caretakers of Children
 - Seniors
 - Chronically Ill

Cornerstones for Health Information Exchange:
A CalPSAB Symposium

Consumer Perspective

Beth Givens



Cornerstones for Health Information Exchange:
A CalPSAB Symposium

HIE Perspective

Will Ross



REDWOOD MEDNET

Cornerstones for Health Information Exchange: A CalPSAB Symposium

Will Ross
Redwood
MedNet

Health Data Delivery Service (beta) – Lab Report List

https://demo.rwmn.org/mirthresults/Report.action?filter

REDWOOD MEDNET Health Data Delivery Service (beta)

Demo Site 1
Demo Site 1
demo | Logout

Home Administration
Lab Reports Patients

Lab Report Actions
Refresh List

Announcements
This static site demonstrates the functionality of the Redwood MedNet clinical data results delivery service.

Support / Help
Send questions to support@redwoodmednet.org

Search Lab Reports...

Lab Reports
Page 4 of 7
Displaying Items 61-80 of 122

Flags	Patient Name	Report ID	Provider	Received	Lab	Tests
	WOQRZ, CELIA	537090	ESYR, P.	06/18/08 03:46	DLS	CULTUR GLU1H50
	ZSOW, JOSEPHINE	537032	JSN, P.	06/18/08 03:46	DLS	CMP LIP
	KOTKSWHRZ, ANAYELI	537086	ESYR, P.	06/18/08 03:45	DLS	GLU1H50
	RJISOOZB, LIZETH	537135	ESYR, P.	06/18/08 03:45	DLS	LIV
	BAABKT, HARMONY	617280	JSN, P.	06/18/08 03:45	DLS	HEP CMP
	FRKYBONRJ, ERNESTINA	537120	ESYR, P.	06/18/08 03:45	DLS	FE IBC TSH CBC
	IHKRFO, KARLA	536629	ESYR, P.	06/18/08 03:45	DLS	O&P
	YSTBOOJ, FERMIN	617304	ESYR, P.	06/18/08 03:44	DLS	CULTRTN
	DRKOBOTRZ, MARIA	537087	ESYR, P.	06/18/08 03:44	DLS	CULTUR
	THKBO, JOSEFINA	537157	ESYR, P.	06/18/08 03:44	DLS	HCGQUANT
	FBKYRK, JEFFREY	537167	JSN, P.	06/18/08 03:43	DLS	CMP LIP
	QBOOS, WILLIAM	3004481	JSN, P.	06/18/08 03:43	DLS	CBC
	KOTKSWHRZ, SILVIA	617504	ESYR, P.	06/18/08 03:41	DLS	CMP CBC TSH LIP URIC...
	BAOKRJ, JOSE	537243	ESYR, P.	06/18/08 03:41	DLS	FE CMP TSH LIP URIC ...
	BFOFDOAB, GERARDO	617610	JSN, P.	06/18/08 03:41	DLS	CMP CBC
	KBQSKRZ, EUSTOQUIA	617369	JSN, P.	06/18/08 03:41	DLS	A1C
	WHZQBO, ELIZABETH	537254	JSN, P.	06/18/08 03:41	DLS	CBC
	KOTKSUHRZ, ANA	537231	ESYR, P.	06/18/08 03:40	DLS	GTT3
!	DORERK, MARK	537303	ESYR, P.	06/18/08 03:40	DLS	CRPHS CBC ESR
	IRKRZ, TEODORO	617653	ESYR, P.	06/18/08 03:40	DLS	LDH CMP TSH LIP URIC...

Flag Legend: = Needs Review = Preliminary results = Critical Results = Archived

© 2007-2008 WebReach, Inc. All rights reserved. | Notices and Disclaimers | Privacy Statement
Page Rendered: 10/21/2008 02:01:28PM PDT

Powered By MirthResults
Version: 0.7.1.2305 (09-26-2008 1:40AM PST)

demo.rwmn.org

Cornerstones for Health Information Exchange:
A CalPSAB Symposium

-Final Polling -

The Present vs. the Future

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*



Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

2nd Exit Poll

In our 2009 “today reality”,
which alternative do you choose?

1. No Consent
2. Opt Out
3. Opt In with Restrictions
4. Opt Out with Exceptions
5. Opt In

Cornerstones for Health Information Exchange: *A CalPSAB Symposium*

Thank you for your participation!!
*We'll be going back to the
Camellia Room for
Closing Remarks and to learn how the
break out sessions voted.*